

SC DMH Client Advocacy Report July 2015

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	21	73
Harris	7	60
Morris Village	2	24
Hall	3	34
Tucker		4
BPH-Forensics	40	153
Mental Health Centers	38	257
Total	111	605

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	118	956
Information, Referral & Other Assistance ¹	19	110

AT A GLANCE

Type of Complaint Resolved	Inpatient ² Year-to-date	Forensics ³ Year-to-date	Centers ⁴ Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	52	6	27	8	85
2) Admission & Discharge	55	41	15	28	111
3) Information & Advocacy	9	21	2	5	32
4) Physical Environment	14	18	1	6	33
5) Inpatient Rights	75	83	2	39	160
6) Personal Property & Money	21	27	26	14	74
7) Confidentiality & Consent	5	5	23	9	33
8) Treatment	39	12	199	49	250
9) Other Rights Issues	9	11	30	7	50
Total⁵	279	224	325	165	828

¹ Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

² Inpatient: BPH-Adult, Harris, Morris Village, Tucker & Hall.

³ Forensics: BPH-forensics (Correct Care & Crafts Farrow Campus).

⁴ Centers: All DMH community mental health centers, programs and community residential facilities.

⁵ Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
1) Abuse & Neglect					
a. Physical Abuse & Excessive Force	4	2	1		7
b. Excessive Restraint, Seclusion & PRNs	4				4
c. Sexual Abuse	3	1			4
d. Verbal Abuse or Violations of Dignity	33	3	26	7	62
e. Neglect	6			1	6
f. Financial Exploitation	2				2
2) Admission & Discharge					
a. Discharge (when)	22	12	1	8	35
b. Community Placement (where)	26	10	3	13	39
c. Periodic Court Review		5			5
d. Questions, Education & Other	7	14	11	7	32
3) Information & Advocacy					
a. Access to Advocacy	2	10		2	12
b. Access to Legal Resources	5	9	2	3	16
c. Questions, Education & Other	2	2			4
4) Physical Environment					
a. Food Quality & Quantity	7	10	1	5	18
b. Linens, Clothes & Toiletries	2	4		1	6
c. Disrepair of Physical Plant	2	1			3
d. Cleanliness of Facilities	3	3			6
5) Inpatient Rights					
a. Privacy	6	5		4	11
b. Safety	6	12		7	18
c. Freedom, Privileges & Fairness	30	26	1	16	57
d. Communication	18	24		7	42
e. Health Care	15	16	1	5	32
6) Personal Property & Money					
a. Property	10	13		6	23
b. Money, Entitlements, Rep. Payee	8	10	8	6	26
c. Billing Issues	1		16	1	17
d. Other Non-DMH Issues	2	4	2	1	8
7) Confidentiality & Consent					
a. Access to Records & Information	3	5	17	8	25
b. Breach of Confidentiality	2		4		6
c. Issues of Consent, Confidentiality, etc.			2	1	2
8) Treatment					
a. Eligibility for Services	6		37	2	43
b. Accessibility to Staff & Treatment	5	2	61	13	68
c. Individualized, Client-Driven	26	8	100	33	134
d. Right to Refuse Treatment	2	2	1	1	5
9) Other Rights Issues					
a. Work, Compensation & Education	3	2		3	5
b. Religion		3			3
c. Sexuality, Birth Control, Marriage, etc.			1		1
d. Voting					
e. Housing	3		14	2	17
f. Legal assistance for Non-DMH issues	3	6	15	2	24

